

# **Hanscom Clinic Patient Handbook**



**Best Health...Best Care...Best Medics  
Delivered by a TEAM Committed to  
Continuous Improvement**

# Important Phone Numbers

**Emergency:** The Hanscom Clinic **DOES NOT PROVIDE EMERGENCY SERVICES or sick call.** In the event of an emergency, dial 911 or go the nearest Emergency Room. Report emergency care to your healthcare team by contacting the Call Center at **781-225-6789** to ensure proper follow-up.

**Hanscom Clinic Main Line** **781-225-6789**  
**All clinic areas can be reached via this number**

**TRICARE Nurse Advice Line:** 781-225-6789 option #1, option #1

**TRICARE North Region (HealthNet):** 877-874-2273

**TRICARE Mail Order Pharmacy:** 877-363-1303

**DEERS:** 800-538-9552

<https://www.dmdc.osd.mil/appj/address>

**TTY/TDD (Hearing Impaired):** 800-735-2258

**Non-active duty Mental Health Referrals:** For a list of mental health professionals affiliated with TRICARE, call **877-874-2273**. Active duty members contact the base Mental Health Clinic at **781-225-6392**.

For **Local Network Retail Pharmacies** call **877-363-1303** or visit <http://express-scripts.com/TRICARE/> for a complete listing.

Once enrolled in TRICARE Prime or Plus at the Hanscom Clinic you will be assigned to a Primary Care Manger (PCM). For quick reference, please copy your PCM information here:

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Other Important Numbers:

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## **Welcome to the 66th Medical Squadron at Hanscom AFB!**

Thank you for choosing the Hanscom Clinic as your healthcare facility. Our staff will partner with you to support your health. We will make your clinic visit a positive experience. If there is anything our staff can do to further serve you, please contact a member of your healthcare team. Our goal is to be your #1 choice for healthcare.

This handbook addresses many of the programs and services offered by the Hanscom Clinic for your convenience. Please let us know if you have questions or comments.

Sincerely,

A handwritten signature in black ink, reading "Therese A. Bohusch". The signature is fluid and cursive, with the first name "Therese" and last name "Bohusch" clearly legible.

THERESE A. BOHUSCH, Lt Col, USAF, BSC  
Commander, 66th Medical Squadron

### **Patient Centered Medical Home (PCMH)**

The Hanscom Clinic's model for provision of care is the PCMH. This team-based model is led by a provider to ensure continuous, coordinated care across all elements of the healthcare system. In order to maximize your health outcome, your healthcare team considers the whole person and will be responsive to your individual preferences, needs and values.

## **Mission**

Provide quality, patient and family-centered, world-class healthcare and health service support to our beneficiaries in the Northeast region

## **Vision**

Seamless health service support as DoD's medical hub in the Northeast region

## **Goals**

Patient-centered care, technology integration, synergy – joint & interagency, precision health care and organizational agility

## **Values**

Integrity first; service before self, excellence in all we do; accountability, teamwork, and compassion

The Hanscom Clinic is dedicated to providing our patients with the best possible healthcare. We value your opinion and welcome your comments. Please feel free to fill out a patient comment card available at the patient comment box located in the main lobby. Your input helps us to provide safe, quality care. In addition, you may contact our:

Patient Advocate at 781-225-6789 option #2, option #2

Facility Safety Manager at 781-225-6279

Patient Safety Manager at 781-225-4149

# **Table Of Contents**

• <b>Getting the Care You Need</b>	
• <b>Hours of Operation</b>	<b>6</b>
• <b>Scheduling Appointments/Appointment Cancellations</b>	<b>6</b>
• <b>Show-Time For Appointments</b>	<b>6</b>
• <b>Same Day Medical Care/Nurse Advice Line</b>	<b>7</b>
• <b>No-Show Policy</b>	<b>7</b>
• <b>MiCare – Secure Messaging</b>	<b>7</b>
• <b>Family Health Clinic</b>	<b>8</b>
• <b>Flight Medicine Clinic</b>	<b>8</b>
• <b>Pediatric Clinic</b>	<b>9</b>
• <b>Immunization Clinic</b>	<b>9</b>
• <b>Public Health</b>	<b>9</b>
• <b>Optometry Clinic</b>	<b>10</b>
• <b>Mental Health</b>	<b>10-11</b>
• <b>Dental Clinic</b>	<b>12</b>
• <b>Health and Wellness Center</b>	<b>13</b>
• <b>Exceptional Family Member Program</b>	<b>13</b>
• <b>Case/Disease Management</b>	<b>13</b>
• <b>Emergency Care</b>	<b>14</b>
• <b>Inclement Weather</b>	<b>14</b>
• <b>In Area After-Hours/Weekend/Holiday Care</b>	<b>14-15</b>
• <b>Out of Area Care (When you travel)</b>	<b>16</b>
• <b>Family Members Under 18 Years of Age</b>	<b>16</b>
• <b>Other Health Insurance</b>	<b>16</b>
• <b>Medical Records</b>	<b>17</b>
• <b>Pharmacy</b>	<b>19-20</b>
• <b>The Referral Process</b>	<b>21-22</b>
• <b>TRICARE Information</b>	
• <b>Why Choose TRICARE Prime?</b>	<b>23</b>
• <b>Where Can I Get Help with TRICARE?</b>	<b>23</b>
• <b>If You Get a Bill by Mistake</b>	<b>24</b>
• <b>Reading the Explanation of Benefits</b>	<b>24</b>
• <b>Point of Service (POS) Option</b>	<b>25</b>
• <b>Nearest Emergency Services</b>	<b>26-27</b>
• <b>Patient Rights and Responsibilities</b>	<b>28-30</b>
• <b>National Patient Safety Goals</b>	<b>31</b>
• <b>Accreditation Association for Ambulatory Health Care</b>	<b>32</b>

## Hours Of Operation

The Hanscom Clinic is open from Monday – Friday, 0730-1630 hours. Exceptions include Federal holidays, the first Friday of every month (the clinic is closed readiness training), and other “down days” as directed by the Installation Commander. Federal holidays include the following: New Year’s Day, President’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. Hours are subject to change.

## Scheduling/Rescheduling/Cancelling Appointments

To schedule or cancel an appointment in Family Health, Flight Medicine, Optometry or Pediatrics, call the Call Center at **781-225-6789 option #1**, log onto the TRICARE On Line website at <https://www.tricareonline.com> or request an appointment in MiCare at [www.relayhealth.com](http://www.relayhealth.com). You may also call the TRICARE Nurse Advice Line for any new (urgent) concerns at 781-225-6789 option #1, option #1 24 hours a day, 7 days a week. The Call Center’s normal duty hours are Monday – Friday, 0730-1630, excluding Federal holidays. The Call Center is your point of contact to obtain general information about the Hanscom Clinic, to schedule or cancel routine appointments, contact your Primary Care Manager, report emergency care received after hours, or obtain information about enrollment, claims or referrals.

## Show-Time for Appointments

It is important that you arrive on time for your scheduled appointment. This will allow time for check-in and technician screening prior to seeing your provider. **Patients arriving late for routine appointments** (includes well exams, follow-ups, and mental health appointments) will be required to re-schedule their appointment. **Patients arriving late for acute appointments** will be triaged by the nurse. If a provider evaluation is necessary, the provider will see you if there is an opening with sufficient time to address your needs. Otherwise, you will be directed to an Urgent Care Center.

## Same Day Medical Care

To accommodate our patients, we offer same day (or within 24 hours) appointments for acute illnesses. **For this reason, the Hanscom Clinic does not offer a walk-in clinic or sick call.** For same day care, call the TRICARE Nurse Advice Line at **781-225-6789 option #1 option #1.**

## TRICARE Nurse Advice Line (NAL)

The NAL is a team of registered nurses located outside of the Hanscom Clinic who are available 24 hours a day, 7 days a week. When calling the NAL, a customer service representative will first verify your eligibility. You will then be transferred to a NAL nurse, who will ask a series of questions about your specific concerns. They provide health care advice and, if you need a same-day appointment for an urgent problem, can make an appointment for you directly with your healthcare team. If Nurse Advice Line staff cannot schedule an appointment, they will help you find convenient high-quality urgent care.

Dial **781-225-6789 option #1, option #1**

The NAL is available for the following:

- Answer a variety of urgent healthcare questions
- Give instruction on self-care at home
- Triage patients who have new (acute) symptoms that have just happened or that they have not been seen for in the past
- Book same day (acute) appointments if indicated after receiving answers to symptom based questions
- Make referrals to Urgent Care Centers and Emergency Departments, if indicated, after receiving answers to symptom based questions and if there is no availability at the MTF

\*\*\*Patients must answer symptom based questions to determine the need for an acute appointment.

## **Hanscom Clinic Phone Tree**

To make sure that you navigate to the appropriate area, please read the instructions below as to how our clinic phone tree is structured.

- To speak with a nurse, to book an appointment or to leave a message for your healthcare team press 1.
- You have reached the Call Center and Nurse Advice Line.
  - If you have a new medical issue and would like to speak with a nurse or schedule a same day appointment press 1 (Call goes to NAL)
  - To book all other medical appointments, optometry appointments or to leave a telephone message for your primary care team, please choose one of the following options:

## **No-Show Policy**

An appointment is designated a “no-show” when a patient does not keep a scheduled appointment. In all circumstances, it is preferred that a patient notify the clinic more than 24 hours in advance if they need to cancel a medical appointment. Commanders or First Sergeants of active duty members will be notified in the case of a medical/dental no-show.

## **MiCare**

The Hanscom Clinic utilizes MiCare, the Air Force Medical Service tool for secure messaging with your healthcare team.

- You can send your healthcare team non-urgent questions online; request medication refills; request written advice covering the information you discussed during your appointment; and request & review laboratory, radiology, and test results and referral results through MiCare.
- You can find up-to-date health information reviewed by board-certified healthcare professionals from leading health institutions.

**Enroll today** at the Hanscom Clinic front desk. For more information on MiCare visit <http://www.afms.af.mil/micare/>.





## Family Health Clinic

The Family Health Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries.

Technician services are available in the Family Medicine Clinic for the following: B12 injections, Depo-Provera injections, HIV testing (for AD), pregnancy tests, serial blood pressure checks, staple/suture removal, sore throat check/culture, and weight checks. Patients in need of these services may check in at the front desk during the following hours:

Monday – Friday: 0800-1000 & 1300-1500

\*First Friday of every month: closed

**Prenatal/Perinatal Care:** Please call **781-225-6789 option #1** and leave a telephone consult for your healthcare team. Your team will call you to assess your needs and coordinate your prenatal/perinatal care.

## Behavioral Health Optimization Program (BHOP)

The BHOP provider can see any patient 18 and over that is enrolled to the Hanscom Clinic. They can help develop plans for behavioral change programs or lifestyle modifications, such as: smoking cessation, weight loss, alcohol use, exercise & healthier eating. They can also help with emotional or behavioral problems: family or relationship problems, stress, depression and bereavement, anxiety, anger problems.

## Flight Medicine Clinic

The Flight Medicine Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries assigned to the Flight Surgeon as their provider. Flight Medicine also provides select pre-employment physicals and specialty physicals and exams.

Technician services are available in the Flight Medicine Clinic for the following: B12 injections, Depo-Provera injections, HIV testing (for AD), pregnancy tests, serial blood pressure checks, staple/suture removal, sore throat check/culture, weight checks, and limited eye exams for specialty physicals. Patients in need of these services may check in at the front desk during the following hours: Monday – Friday, 0930-1100 & 1300-1500.

\*First Friday of every month: closed

All flying personnel (active or inactive) must call **781-225-6789** to schedule appointments with Flight Medicine.

## Pediatric Clinic

The Pediatric Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries from newborns to age 17 years.

Technician services are available for: newborn bilirubin checks, sore throat check/culture, staple/suture removal, and weight checks. Patients in need of these services may check in at the front desk during clinic walk-in hours: Monday through Friday, 0800-1000 & 1300-1500.

\*First Friday of every month, closed.

Other technician services are available by placing a telephone consult through the Call Center at 781-225-6789.

## Immunization Clinic

Hours of operation:

Monday, Tuesday, Wednesday, Friday–0730-1230 & 1330-1600

Thursday–0730-1230 & 1330-1430

\*Thursday–1430-1600 Small Pox/Deployment Clinic

\*TB tests are not administered on Thursdays.

First Friday of every month, closed.

Patients must wait in the clinic for 15 minutes after receiving immunizations to ensure there is not an allergic reaction.

## Public Health

Hours of operation: Monday – Friday, 0730-1630 hours

Services offered to active duty, retired, and dependents:

- Pre/Post Deployment Medical Clearance
- Travel Medicine
- Tick Submissions (results can take up to 2-4 weeks)
- Occupational Health (Hearing exams)
- Community Health
- Preventive Health Assessments
- Individual Medical Readiness Reviews

## Optometry Clinic

The Optometry Clinic provides preventive eye exams and other optometry services including **limited** contact lens services and pre/post Corneal Refractive Surgery (PRK and Lasik) care by appointment only by calling **781-225-6789**. The Optometry Clinic is unique in that it is both a “primary care” type clinic for refractive (prescription eyeglasses) services and a “specialty” type clinic for management of ocular disease. Active duty members receive priority for care in the Optometry Clinic. If space is available, appointments are offered to TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic. If the Optometry Clinic does not have appointments available, active duty members enrolled to the Hanscom Clinic must obtain a referral to seek optometry care with a civilian network provider. Non-active duty TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic may self-refer to a civilian network provider.

## Mental Health

The services below are provided through Mental Health. For appointments or information about any of these services, contact Mental Health directly at **781-225-6392**. Appointments at Mental Health are not scheduled through the Call Center.

**Mental Health Clinic:** The Mental Health Clinic provides clinical services for active duty members who have issues with anxiety, depression, stress, occupational problems or other concerns.

**Suicide Prevention:** This program provides educational and consultative services to prevent suicide and violence.

**Family Advocacy Program (FAP):** The FAP provides for the prevention, evaluation, and treatment of spousal and child abuse.

**Alcohol and Drug Abuse Prevention and Treatment (ADAPT):** The ADAPT Program provides for the prevention, assessment, treatment, and referral of active duty members with alcohol and/or other drug issues. Hanscom AFB civilian employees may be seen for assessment and referrals.

# Getting The Care You Need

## Mental Health cont.

**Drug Demand Reduction Program (DDRP):** The DDRP provides for the deterrence and detection of illegal drug use and abuse by active duty members and Air Force civilian employees in testing-designated positions via the Drug Testing Program, as well as outreach services for our non-active duty population.

**Disaster Mental Health (DMH) Team:** The DMH Team is activated upon Commanders request and provides educational, supportive, and consultative services for individuals, unit leaders, and units who have witnessed or experienced a traumatic event.

**Military One Source:** The Defense Department has established a "one stop" place to go whenever service members or family members need assistance with any of the following problems: Tax filing services, Education, Relocation, Parenting, Stress, and Suicide Prevention Lifeline. Military One Source can be contacted by calling **1-800-342-9647** or visiting [www.militaryonesource.com/](http://www.militaryonesource.com/).

**Airman and Family Readiness Center:** The Hanscom Airman and Family Readiness Center offers a variety of services and programs for all single and married active duty military personnel, Department of Defense civilians, retired military personnel and family members. Programs are free of charge and offered on base. For more information about their programs, call **781-225-2765**.

Programs:

Relocation Assistance

Employment/Transition Assistance

Personal and Work Life

Air Force Aid Society/PFR

Readiness

Family Services

Casualty Affairs

Resource Center

# Getting The Care You Need

## Dental Clinic

The Dental Clinic provides comprehensive dental care for eligible active duty military personnel only. Active duty sick call is by appointment only. Active duty members may call **781-225-6789 option #5** at anytime during normal duty hours to schedule a sick call appointment. Active duty personnel in Dental Readiness Class 3 and 4, on flying status, and mobility personnel have first priority for appointments. For appointments and information call the Dental Clinic at **781-225-6789 option #5**. Emergency care (such as active bleeding and/or trauma) are accepted on a walk-in basis and does not need an appointment. If you need emergency dental care after hours, call the Call Center at **781-225-6789**.

Family members of active duty personnel are encouraged to participate in the **TRICARE Dental Program (TDP)** administered by Metropolitan Life. Call **1-855-638-8371** or sign up online at [www.tricare.mil.bwe](http://www.tricare.mil.bwe). If you would like to check if your current dentist is part of MetLife's network, visit [www.metlife.com/dental](http://www.metlife.com/dental). If the dentist is not a member, they can apply to become part of the TDP network by visiting [www.metdental.com](http://www.metdental.com).

Family members preparing to accompany their military sponsor to an overseas assignment must complete all necessary dental work prior to departure. Although family member dental care is available at overseas bases, it may be extremely limited at some locations. Family members requiring an overseas clearance examination can call the Dental Clinic at **781-225-6789 option #5** to schedule an exam if not completed by their civilian dentist.

Retirees and their family members are eligible for the **TRICARE Retiree Dental Program (RDP)** administered by Delta Dental. Call the RDP Enrollment Services Department at **888-838-8737** or visit their website at <http://www.trdp.org> for more information.

## **Health and Wellness Center (HAWC)**

The HAWC is dedicated to prevention and health enhancement. The HAWC is open to all personnel with access to Hanscom AFB. The following programs are offered through the HAWC:

- Exercise Evaluation and Planning
- Tobacco Cessation/Prevention
- Fit Pregnancy Class
- Diabetes Management
- Injury Prevention Counseling/Consultation
- Blood Pressure Screenings
- Body Fat Measurements
- Microfit Total Fitness Screenings
- Gait Analysis
- Bod Pod Assessments

For further information please call **781-225-6374**, visit facebook at <https://www.facebook.com/66MDSHAWC> or e-mail [66.mds.hawc@hanscom.af.mil](mailto:66.mds.hawc@hanscom.af.mil)

## **Exceptional Family Member Program (EFMP)**

The EFMP provides for the identification, coordination, and enrollment of active duty Air Force family members with special needs (educational, medical, psychological). For more information call **781-225-6789**.

## **Case Management/Disease Management/Educator**

Specialized services are available for patients who require coordination of complex care and/or require management of chronic diseases. For more information call **781-225-6789**.

## Emergency Care

The Hanscom Clinic **DOES NOT** provide emergency services. If you have a medical emergency (danger to life, limb, or eyesight) call 911 or seek care immediately at the closest Emergency Room. Prior authorization is not required, but you must call **781-225-6789 option #1** and inform your healthcare team of your ER visit the next duty day. **If you seek emergency care for a condition that is not an emergency, you will be responsible for paying that bill.**

## Inclement Weather

In the event of inclement weather, call the Hanscom AFB Weather Information System Hotline at **781-225-COLD** prior to departing for your medical appointment. For your safety, if the base has a delayed opening, the clinic will follow the same delayed opening procedures and any appointments during this timeframe will automatically be cancelled. If the base is closed, the clinic will be closed and appointments will automatically be cancelled. Any patients with booked appointments during these times will be called within 48 hours to reschedule the appointment. Alternatively, patients can contact the Call Center at **781-225-6789 option #1** or visit TRICARE On Line <https://www.tricareonline.com> to reschedule their appointment.

## In Area After-Hours/Weekend/Holiday Care

If you need **urgent** care after hours (not an emergency, but you need care before the next duty day), dial **781-225-6789 option #1, option #1** and your call will be transferred to the Nurse Advice Line. Pre-authorization from Hanscom or Nurse Advice Line providers is required **before you seek care** for non-emergent medical issues.

# Duty Hours Care

16

Mon – Fri 0730-1630

Danger to life, limb, or eyesight?



Go to the nearest Emergency Room or call 911

Need to speak with a nurse or think you need to be seen today in the clinic?



Dial the Nurse Advice Line at 781-225-6789 option #1, option #1

Need an appointment in the clinic?



Dial the Call Center at 781-225-6789 option #1

Need to contact your team nurse or PCM about an issue that they have already discussed with you?



Dial the Call Center at 781-225-6789 option #1

## After Hours Care

Danger to life, limb, or eyesight?



Go to the nearest Emergency Room or call 911

Need care before next duty day or need to speak with a nurse?



Dial the Nurse Advice Line at 781-225-6789 option #1, option #1



## Out of Area Care (When You Travel)

**Out of Area Care is limited and must be pre-approved, with the exception of emergency care.** If you have a medical emergency (danger to life, limb, eyesight or severe pain) call 911 or seek care immediately at the closest Emergency Room. Prior authorization is not required, but you must call **781-225-6789 option #1** and inform your healthcare team of your ER visit the next duty day. For urgent care, call the Nurse Advice Line 781-225-6789 option #1, option #1 or TRICARE at **877-TRICARE** or **877-874-2273** for pre-authorization.

## Family Members Under 18 Years of Age

Family members under the age of 18 must be accompanied by a parent or legal guardian or the patient must provide a current written Power of Attorney to receive medical/dental care. In an emergency or for certain medical conditions, these patients will be treated and/or transported as required. The Hanscom Clinic will attempt to contact the legal guardian to obtain authorization for treatment. Information regarding Power of Attorney forms may be obtained through the Base Legal Office by calling **781-225-1410**.

## Other Health Insurance (OHI)

By law, if active duty family members, retirees, or their family members have health benefits through a source other than TRICARE, the OHI will be the primary source of coverage. Any time you seek care, **you are required by law to disclose all OHI coverage you may have.** For TRICARE beneficiaries, OHI may include health benefits programs of a group employer, association, Medicare (for those with dual-eligibility), private insurer, or school-based plan for dependent students. OHI excludes TRICARE Supplemental Insurance and Medicaid.

## **Medical Records**

When you are scheduled for a consult outside of the Hanscom Clinic, your provider will select the relevant medical information from your medical record and our Medical Records staff will make a copy. In the case of urgent consults, a copy of the relevant medical information will be available immediately on a case by case basis.

Patients are authorized to receive one copy of their entire medical record at no charge. Requests may be made at the Medical Records Section and will be available within 30 duty days of receipt of the request. When out-processing, separating, or retiring, the active duty member must submit two copies of his/her orders to the Medical Records section. They will appropriately mail your records to the gaining MTF or Medical Records Central Cell at AFPC for retirement. The MPF will not be able to clear a member if they have failed to provide Medical Records with a copy of their orders. Medical records for personnel that are PCSing will be mailed no later than 5 duty days after the member's final out-processing date.

Members who are retiring, or separating and their family members may request a copy of their records up to 90 days, but no later than 60 days, prior to departure. The member will need to provide a copy of their orders. Proper authorization to collect copies of the medical records of family members over the age of 18 years is required.

Relocating retirees and their family members may also request copies of medical records. They will be available within 30 duty days of receipt of the request. The original records, however, must be maintained at the 66th Medical Squadron until a request is made from the gaining MTF to forward the medical records. If the retiree and family members do not re-enroll at an MTF, the original records must remain at the Hanscom Clinic until eligible for records retirement. Therefore, it is important that copies of medical records are obtained prior to departure.



# Getting The Care You Need

19



## Pharmacy

**Prescription refills** must be called in using the Pharmacy's automated telephone refill system at **781-225-6789**. Patients should have the following information on hand when calling: last 4 numbers of the sponsor's social security number and prescription number. No matter what day a refill is called in, it will be ready for pick-up in two duty days.

New prescriptions may be manually **faxed** by the provider at **781-225-2577**. Then, call us to **activate your prescription at 781-225-6173** so we can start processing your prescription and limit your wait time.

**1. MTF Pharmacy:** You may have prescriptions filled (up to a 90-day supply for most medications) at a MTF pharmacy free of charge. Please be aware that not all medications are available at MTF pharmacies. Each facility is required to make available the medications listed in the basic core formulary. The MTF, through their local Pharmacy & Therapeutics Committee, may add additional medications to their local formulary based on the scope of care at that MTF.

**2. TRICARE Home Delivery via Express- scripts** is available for most prescriptions you take on a regular basis. You can receive up to a 90-day supply of your prescription through the mail by using the Home Delivery program. Visit <http://www.express-scripts.com> for more details.

**3. TRICARE retail network pharmacy** for prescription medications that your doctor requires you to start taking immediately can be obtained through a TRICARE retail network pharmacy for a small co-pay. For more information on this option, associated costs, and lists of retail network pharmacies in your neighborhood, visit <http://www.express-scripts.com/TRICARE/PHARMACY>.

**\*\*\*Note: Tricare will no longer cover brand name maintenance medications filled at retail pharmacies. Please use your local MTF (i.e. Hanscom AFB) or fill via mail order (via Express Scripts).**



## Getting The Care You Need



Finally, prescription medications that your doctor requires you to start taking immediately can be obtained through a TRICARE retail network pharmacy for a small co-pay. For more information on this option, associated costs, and lists of retail network pharmacies in your neighborhood, visit

<http://www.express-scripts.com/TRICARE/PHARMACY>.

The following chart illustrates the co-pay structure for patients enrolled in TRICARE Prime for prescription medications:

	<b>Military Treatment Facility Pharmacy</b>	<b>30 Day Supply Retail Pharmacy</b>	<b>90 Day Supply Home Delivery</b>
<b>Formulary Generic</b>	\$0	\$5	\$0
<b>Formulary Brand</b>	\$0	\$17	\$13
<b>Non-Formulary</b>	N/A	\$44	\$43

\*Note: our formulary can be found at:

<http://www.hanscom.af.mil/units/clinic/> (*under the pharmacy section*)

**\*\*Note: If you have a new prescription** from your provider (Hanscom or outside provider) **call us to activate your prescription at 781-225-6173**, so we can start to get your prescription ready and limit your wait time.

# The Referral Process

TRICARE pays for covered medical services for TRICARE Prime beneficiaries when authorized in advance by your PCM. Think of your PCM as the provider that focuses on your overall health and has the ability to guide you to other health care professionals – specialists, hospitals, rehabilitation facilities, etc. For example, if you need to see a heart specialist, your PCM will refer you to a cardiologist.

## The Referral Cycle

TRICARE has contracted with a vast network of providers and hospitals that are dedicated to serving the needs of its beneficiaries. Your PCM can refer you to any physician in the TRICARE network if the need for a specialist arises. **All care (except emergency care) should begin with your PCM team.** If you follow this rule, you will avoid authorization and billing problems.

**Step 1:** See your PCM. Ensure the clinic personnel have your current address and telephone number and that your address is correct in DEERS.

**Step 2:** Acquire a referral from your PCM. Clinic personnel will coordinate with TRICARE to arrange for a referral to a civilian network specialist.

**Step 3:** TRICARE will make sure that the requested service is a covered TRICARE benefit to avoid unnecessary out-of-pocket costs to you.

**Step 4:** For all services **except radiology**, TRICARE will send you a letter that includes the specialist's name, address, and telephone number. **DO NOT** schedule an appointment until you receive this authorization letter. If you have not received your letter from TRICARE within 5-7 business days, or if you would like a different network specialist, call **877-874-2273 or (877-TRICARE)**.

# The Referral Process

## The Referral Cycle

**Step 5:** When you have arranged an appointment, you must contact the Referral Management Center at **781-225-6197** to leave a message on a confidential voice mail with the specialist's name and date of your appointment. This is critical for ensuring the Referral Management Center is able to get your consultation results back to your PCM for follow-up.

**IMPORTANT:** If your specialist believes you need additional medical services, the specialist must contact TRICARE to make these arrangements. You do not need to contact your PCM for authorization; this is arranged between the specialist and TRICARE.

**Step 6:** If you cannot keep, or wish to change, the date of your specialty appointment, please call the specialist directly to reschedule your appointment and then notify the Referral Management Center at **781-225-6197** of your new appointment date.

**Step 7:** When you go to your appointment, take a copy of the authorization letter, pertinent medical records, x-rays, and laboratory results with you.



**What is TRICARE?** TRICARE is a health care program for active duty members, their eligible family members, their survivors, and eligible retired military personnel and their family members. TRICARE is designed to:

- 1) Improve timely access to health care;
- 2) Maintain a high quality of care
- 3) Offer more services and a full range of specialists;
- 4) Give beneficiaries a choice of plans and providers;
- 5) Control health care costs.

**Who is eligible for TRICARE Prime?** Active duty members, their eligible family members and survivors (normally under age 65), eligible retirees and their family members (normally under age 65), and Reserve Component (RC) members and their families, if the RC member is activated for more than 30 consecutive days. **Enrollment in TRICARE Prime is mandatory for active duty members.** To ensure eligibility, your information in DEERS must be current. You may contact DEERS to verify your information by calling **800-538-9552**. Additionally, all eligible beneficiaries must reside in a service area where TRICARE Prime is offered.

**Why Choose TRICARE Prime?** There are lots of good reasons to choose TRICARE Prime:

- 1) Assignment to a PCM who provides and/or coordinates your care, maintains your health records, and approves and refers you to specialists when medically necessary;
- 2) Focused, preventive medical care to help keep you healthy;
- 3) Coverage when traveling away from home;
- 4) TRICARE Prime enrollment is **free** for active duty members and their families. Survivors, retirees, and their family members have an annual TRICARE Prime enrollment fee of \$273.84 for a single enrollee or \$547.68 for an entire family. Eligible retirees, survivors, and their family members who enroll in the TRICARE Prime plan should expect **considerable savings** and enhanced medical care over TRICARE Extra and TRICARE Standard plans. Beneficiaries who choose to use the TRICARE Extra or TRICARE Standard plans must seek their medical care with TRICARE-authorized civilian providers.



## Where Can I Get Help With TRICARE?

You can receive assistance regarding the TRICARE program by calling 1-877-874-2273 or visiting the TRICARE websites at <http://www.tricare.mil> and <http://www.hnfs.com>.

### **If You Get A Bill By Mistake**

For TRICARE Prime beneficiaries, there are no claim forms, bills (except for co-payments), or balance-billing for services covered by TRICARE. However, if you do get a bill by mistake, contact TRICARE at **877-874-2273** to ensure that the claim was processed correctly. If you are still unable to resolve the issue, please call our Health Benefits Advisor at **781-225-6789**.

### **Reading The Explanation Of Benefits**

After receiving care outside the Hanscom Clinic, TRICARE will send you an Explanation of Benefits. This document will reflect the care received, the amount billed, the amount paid by TRICARE, and any deductible or co-pay for which you may be responsible. For your convenience, you can register at [www.mytricare.com](http://www.mytricare.com) to manage your TRICARE business online.

The most important column for beneficiaries to review is the middle column titled “Beneficiary Liability Summary.” This column will show you if you have any deductibles, co-payments, or cost shares. Pay special attention to the remarks section, as this section will explain how and why a service was paid or not. If you feel there is an error, please refer to the phone number on the Explanation of Benefits.





# Point Of Service (POS) Option

POS is an option under TRICARE Prime that allows enrollees the freedom to seek and receive non-emergent health care services from any TRICARE authorized civilian provider, in or out of the network, without requesting a referral from their PCM or the Health Care Finder (HCF). When a TRICARE Prime enrollee chooses to use the POS option, all requirements applicable to TRICARE Standard apply, except the requirement for a Non-Availability Statement (NAS).

**POS claims are subject to outpatient deductibles (\$300 individual and \$600 family), 50% cost-shares for outpatient and inpatient claims, and excess charges up to 15% over the allowed amount. The 50% cost-share continues to apply even after the Enrollment Year catastrophic cap has been met.**

The POS option can be a very expensive choice, but it is an option available to all TRICARE Prime beneficiaries. If you do not follow the required steps for a referral as outlined in this handbook, your visit could bill as POS. In that case, you will be responsible for the deductibles and cost-shares outlined above.

**Please note: active duty personnel are not eligible to use the POS option. They must seek care only from their MTF PCM or they will be responsible for 100% of all billed charges.**



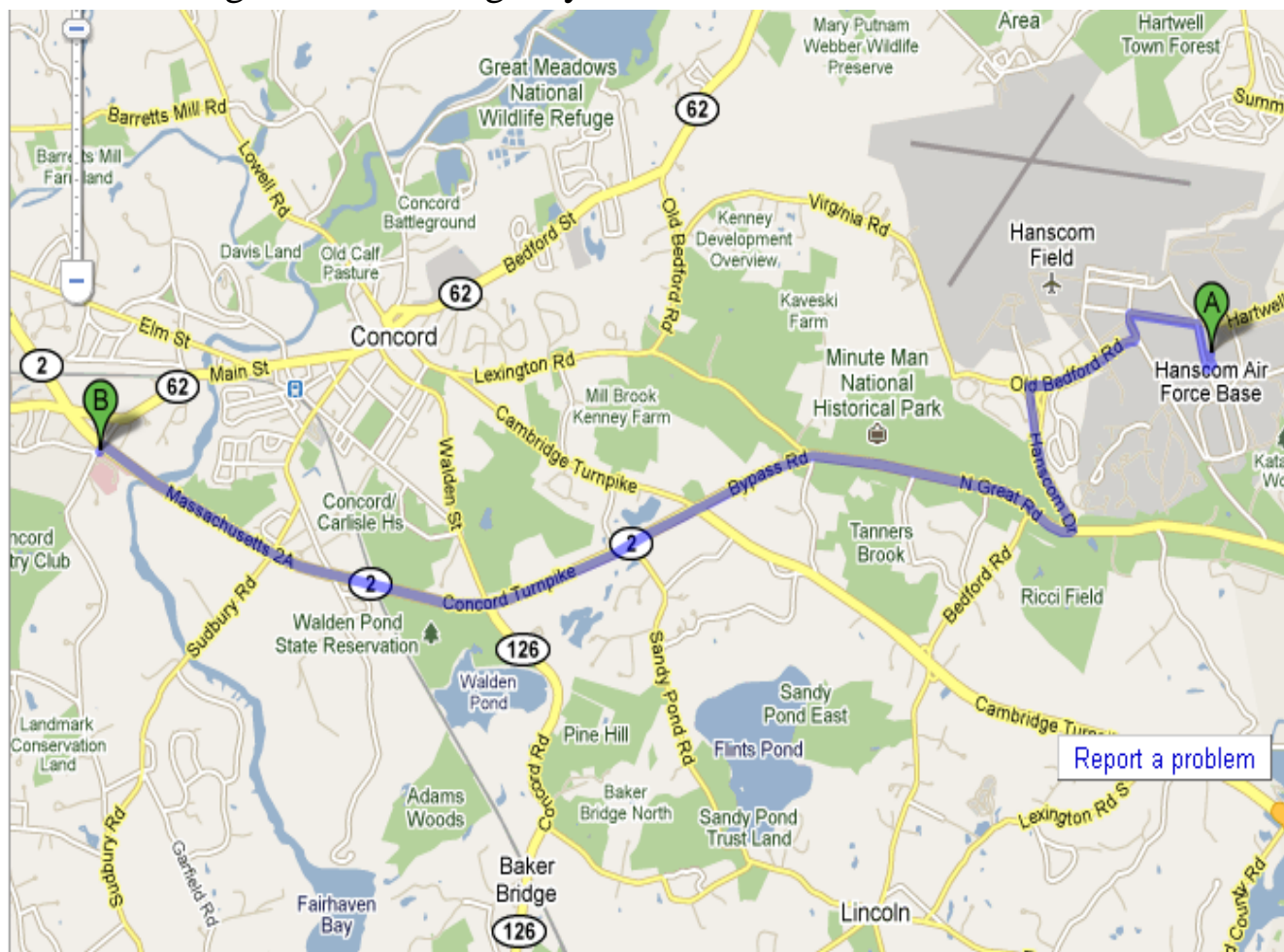
# Nearest Emergency Facilities

## Emerson Hospital

133 Old Road to Nine Acre Corner (type this exactly into the GPS)  
Concord, MA 01742

978-369-1400

Exit the base through the Vandenberg Gate. Stay to the left after exiting the gate and proceed to the first intersection/light. Turn right onto North Great Road/Route 2A. Follow Route 2A, staying to the left, until the first stop light. Continue straight through the light onto the Concord Turnpike/Route 2 and proceed until the fourth stop light. Turn left onto Old Road and proceed until the fourth stop light. Turn left onto Nine Acre Corner. Follow the signs to the Emergency Room.



# Nearest Emergency Facilities

## Lahey Clinic Medical Center

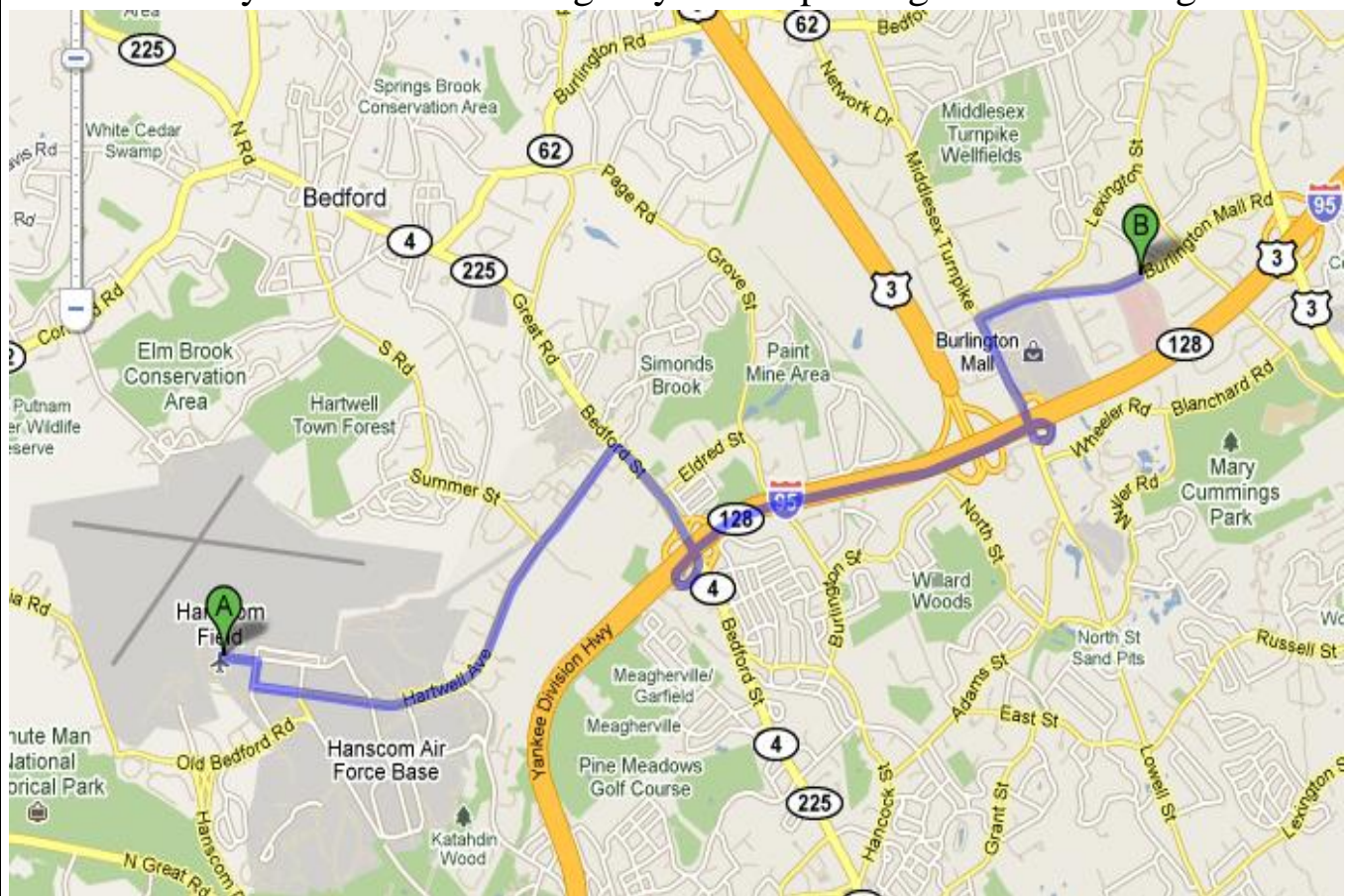
(No maternity or pediatric services)

41 Mall Road

Burlington, MA 01805

781-744-5100

Exit the base through the Hartwell Gate onto Hartwell Avenue. Drive to the second set of lights. You will be at the intersection of Hartwell Avenue and Great Road. Turn right on Great Road and proceed to the I95/128N exit. Take the I95/128N exit and continue to exit 33B. Take Route 3A North (Exit 33B) and merge onto Cambridge Street. Stay in the far left lane. At the first set of lights, turn left onto Burlington Mall Road. Proceed until the fourth set of lights. Turn left into the entrance of the Lahey Clinic. The Emergency Room parking lot is on the right.



# Patient Bill of Rights

**Medical Care.** Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

**Respectful Treatment.** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

**Privacy and Security.** Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191 (Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other Personally Identifiable Information (PII) , in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

**Provider Information.** Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

**Provider Choice.** Patients have the right to choose and change their Primary Care Provider.

**Explanation of Care.** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient’s treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.



# **Patient Bill of Rights cont.**

**Informed Consent.** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

**Copy of Medical Record.** Patients are authorized a free copy of their Medical/Dental records, but the original must be maintained at the medical/dental facility.

**Filing Grievances.** Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact the Accreditation Association for Ambulatory Health Care at 847-853-6060.

**Research Projects.** Patients have the right to know if the MTF/DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

**Safe Environment.** Patients have the right to care and treatment in a safe environment.

**Medical/Dental Facility Rules and Regulations.** Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

**Transfer and Continuity of Care.** When medically permissible, a patient may be transferred to another MTF/DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

**Charges for Care.** Patients have the right to understand the charges for their care and their obligation for payment.

**Advance Directive.** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

# Patient Responsibilities

**Providing Information.** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations. Patients knowingly providing inaccurate, incomplete, false, or misleading medical information may be disenrolled from the MTF.

**Respect and Consideration.** Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF. Disruptive and disrespectful behavior may be grounds for disenrollment from the MTF.

**Adherence with Medical Care.** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF/DTF when appointments cannot be kept. Failure to follow medical advice may be grounds for disenrollment from the MTF.

**Refusal of Treatment.** Patients are responsible for their actions if they refuse immediate treatment or do not follow the practitioner's instructions. Patients may be asked to sign an "Against Medical Advice" form in such instances.

**Medical Records.** All medical records documenting care provided by any medical/dental facility are the property of the U.S. Government. Patients are not allowed to hand-carry their medical/dental records.

- Active duty and family members of Geographically Separated Units are not permitted to maintain custody of their original military medical records. A record of healthcare must be maintained at the site where healthcare is provided.
- Patients who do not have a medical/dental record available for a scheduled appointment may need to have their appointment rescheduled to a time when the record will be available. Patients with acute illnesses will be treated even if a record is not available.

**Medical/Dental Facility Rules and Regulations.** Patients are responsible for following Medical/Dental facility rules and regulations affecting patient care and conduct.

**Healthcare Charges.** Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

# NATIONAL PATIENT SAFETY GOALS

## For Ambulatory Health Care

31

### 66 MDS ACTIONS:

**Identify Patients Correctly.** Utilize each person's full name and date of birth as the two standard patient identifiers when providing care, treatment, and services.

**Use Medicines Safely.** A. Label all medicines that are not already labeled. (For example, medicines in syringes, cups and basins.) B. Take extra care with patients who take medicines to thin their blood. C. Review the patient's current medications at every appointment, and if there are any medication changes during that visit the patient will be offered an updated medication sheet.

**Prevent Infection.** A. Follow the hand cleaning guidelines from the Centers for Disease Control and Prevention. B. Use proven guidelines to prevent infection after surgical procedures.

**Prevent Mistakes in Surgery.** A. Make sure that the correct procedure is done on the correct patient and at the correct place on the patient's body. B. Mark the correct place on the patient's body where surgery is to be done. C. Pause before the surgical procedure to make sure that a mistake is not being made.

### PATIENT ACTIONS:

Confirm your FULL NAME and Date of Birth at every visit and at each visit.

Keep a current list of your medications, include prescription, non-prescription, over-the-counter, vitamins, herbals and supplements. Know the names of your medications, how and when you need to take them, and why. Use medicines safely as directed.

Protect yourself and others from illness by washing your hands frequently, especially after using the bathroom and contact with bodily fluids or drainage. Cover your mouth and nose with a tissue when coughing or sneezing (you may be asked to wear a mask). After any procedure, ask your provider how you can prevent infections.

Make sure you understand what will happen if you have a surgical procedure. Speak up: don't be afraid to ask any questions or to challenge medical personnel if you feel something is not correct.

*On January 16, 2014, National Committee for Quality Assurance (NCQA), a private, non-profit organization dedicated to improving health care quality, recognized 66th MDS Hanscom Family Health and Pediatric Clinics with the highest level of certification (level 3) as a Patient Centered Medical Home. The 66 MDS was recognized for the use of systematic, patient-centered, coordinated care, that supports access, communication and patient involvement.*

*The 66th Medical Squadron also received accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC) in November 2012. This reflects confidence based on evidence from their survey that we met, and will continue to demonstrate attributes reflected in the standards found in the Accreditation Handbook for Ambulatory Health Care. The dedication and effort necessary for an organization to be accredited is substantial and the compliance with those standards implies a commitment to continual self-evaluation and continuous improvement.*





# Our office is online!

*Good news, now you can...*



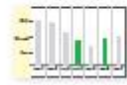
E-mail a Doctor  
or Nurse



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